



HANDS &
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WE ARE HANDS & VOICES: INTRO TO PROGRAMS

Lisa Kovacs, Hands & Voices Director of Programs

Terri Patterson, Hands & Voices Director of Chapters

H&V Mission and Vision Statement



Mission Statement:

Hands & Voices is a parent driven organization that supports families with children who are Deaf or Hard of Hearing without a bias around communication modes or methodology.

Vision Statement:

We envision a world where children who are deaf and hard of hearing have every opportunity to achieve their full potential.

Motto:

"What works for your child is what makes the choice right."™

Support without Bias

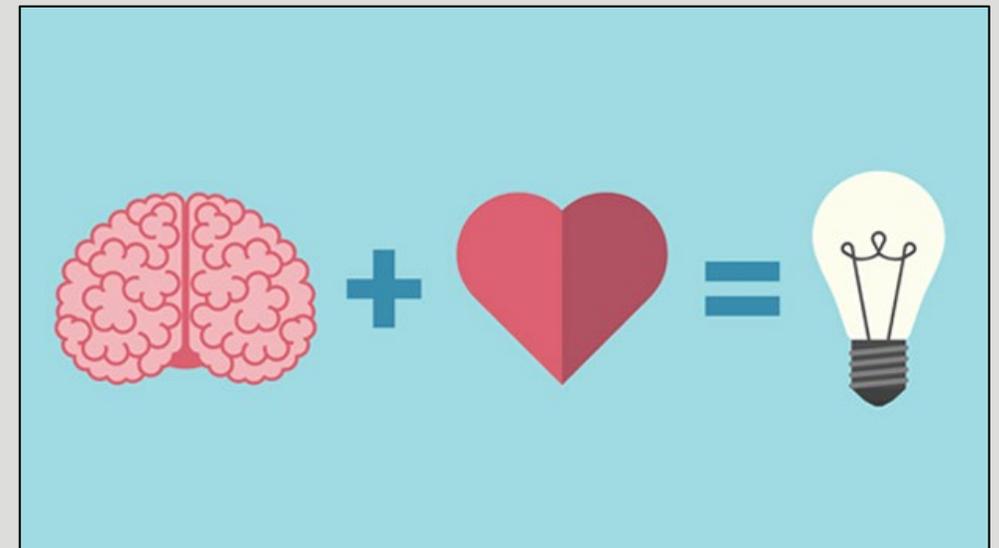


How do we do this?

- Recognize the nature of bias, its potential to harm, and commit to supporting each other without manipulation
- Develop and practice non-biased behavior—individually and organizationally
- Share our successful techniques and strategies
- Influence the systems that serve us through input, feedback, and participation in policy making, program planning, and peer mentoring
- Serve as a conduit of good information

Benefits:

- Confidence in the **choices** you are facilitating
- No need to defend your **choices** or “bias”
- Not tied to an outcome you can’t control
- Increased trust in the relationship
- Greater family ownership of their **choices**
- Diminishment of fear, escalation of HOPE





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“Our decision was both right and wrong and demonstrates how perplexing and delicate choices like these are to make & accept.”

– David Seerman (Changed By a Child, p.96)

...it goes beyond “choice”

We are a community despite
our different choices.



“As an H&V parent leader, I have become friends with another leader in the past couple of years, and we have become good friends. We talk about our kids all the time, and I just recently realized that I don’t even know what communication mode her kids use. It just hasn’t been the focus of our relationship/friendship/work together at H&V.”



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Hands & Voices Presence



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2018 DATA

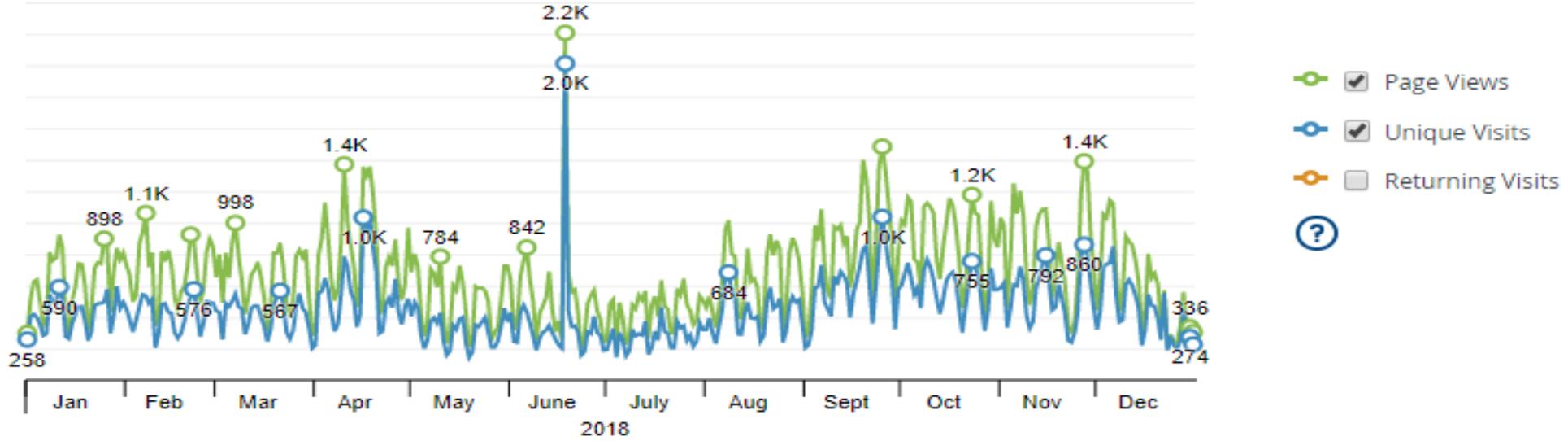
2018 HQ Website Analytics



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Summary Stats ?

Daily ⌵ << < > >> - + 📅 Mon 1st Jan — Mon 31st Dec 2018 ⌵



Average Daily Page Views

678.4

Average Daily Unique Visits

444.6

Average Daily First Time Visits

382.2

Average Daily Returning Visits

62.4



Instagram

- ✓ Total # Posts - 86
- ✓ Number of Likes - 2,192



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twitter 

- ✓ Total # of Followers - 4,651 (to-date)
- ✓ Number of Tweets - 153
- ✓ Number of Likes - 238
- ✓ Total Impressions/Reach - 60,823
- ✓ Impressions measures the total number of views of a conversation (total number of times your content has been displayed on a screen).
- ✓ Reach represents the size of an audience for a conversation (those who have seen our Tweets).
- ✓ Total Retweets - 229
- ✓ Link Clicks - 467

facebook

- ✓ # Posts on H&V Main Facebook Page - 795

Facebook Pages - # Followers	2018	2017
Main Page	8,534	7,700
Unilateral	963	705
Deaf Plus	536	301
O.U.R.	224	145
Manos y Voces	130	
TOTAL FOLLOWERS	10,387	8,851

2018 Social Media Data

Hands & Voices Chapter Data (calendar year)	2018
# of Chapter events in calendar year	467
# of Individual Families Served (unduplicated)	7,513
# of Individual Professionals Served (unduplicated)	3,894
# of DHH Individuals Relationships built (unduplicated)	1,344
# of contacts to ALL families (DUPLICATED)	16,607
# of contacts to ALL Professionals (DUPLICATED)	6,531
# of contacts to ALL D/HH Individuals (DUPLICATED)	4,655
# of Twitter followers	2,646
# of Facebook friends, followers or members?	30,391
# of Instagram followers?	1,764

Organizational Leadership at H&V



We grow and encourage leaders

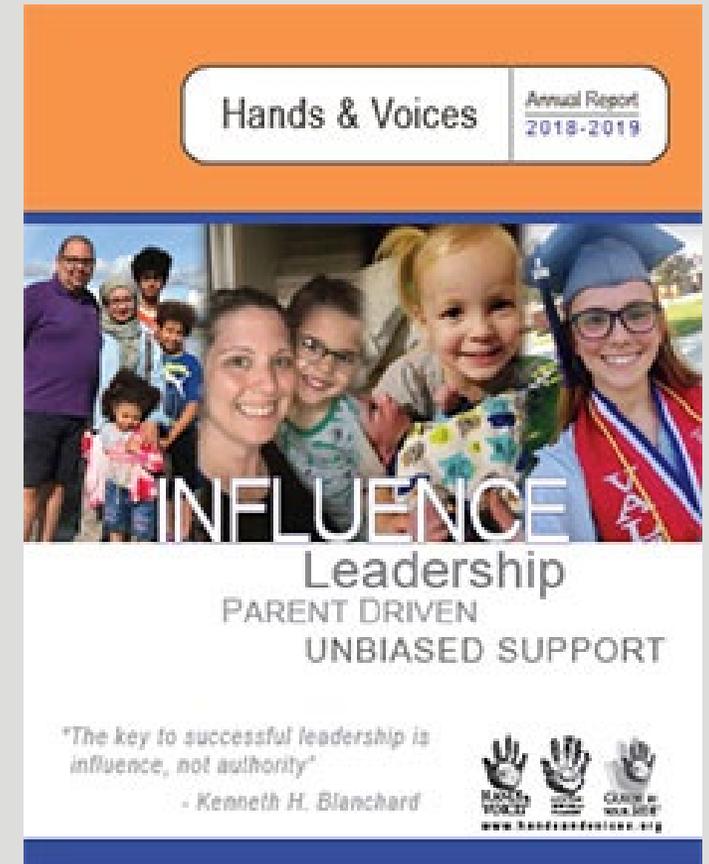
- Annual H&V Leadership Conference
- Onsite and Virtual Training
- L2L Program

We use our resources

- *The Wisdom Among Us*
- The ‘*body of knowledge*’ out there

We have high standards yet realistic to our lives

It’s part of our organization’s culture



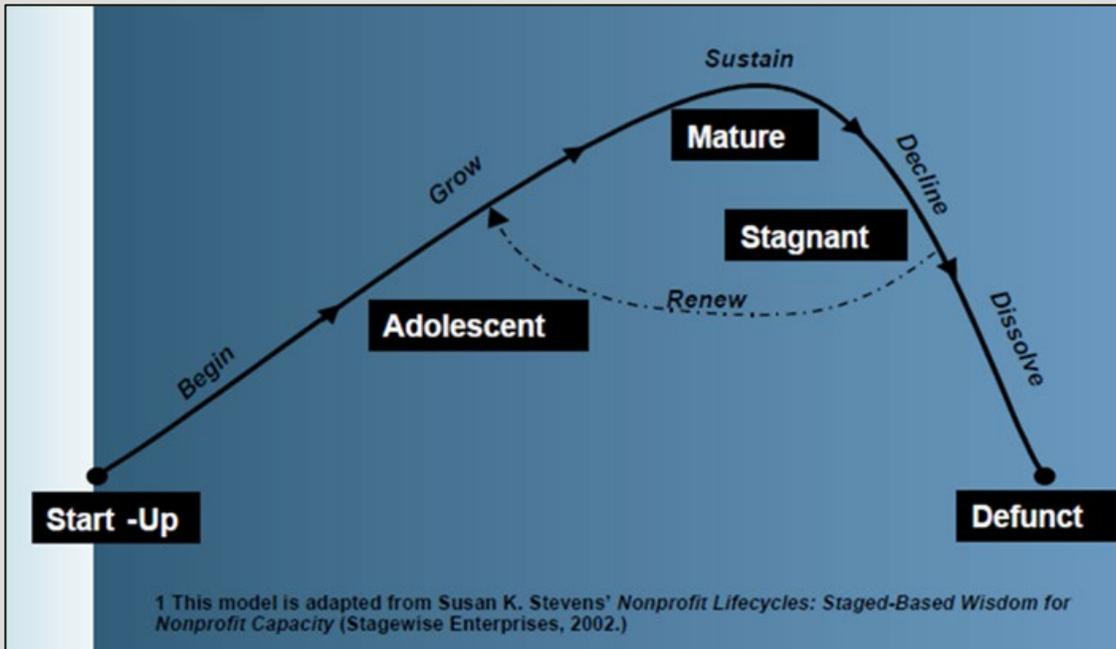
Hands & Voices Chapter Development

Start-up Efforts



Provisional Chapter

Authorized Chapter



Evaluation: How do we measure up?



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- Annual review and renewal of Memorandum of Understanding
- Updating of H&V HQ required database
- Healthy Chapter Checklist
 - Includes establishing 3 annual goals
- Consistent check-ins with all Chapters
 - Review of quarterly reports, social media, websites
- Internal and external surveys/reviews to assess health and perception of Chapters

H&V Chapters: Technical Assistance and Sustainability



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Group Learning:

- Annual H&V Leadership Conference
- *Chapter Support Series of Six*: Zoom flipped classrooms
- Triannual HQ-led teleconferences

Peer-to-Peer Learning

- Chapter Leaders' forum/listserv
- Shared quarterly reports
- H&V Regional Coordinator Project

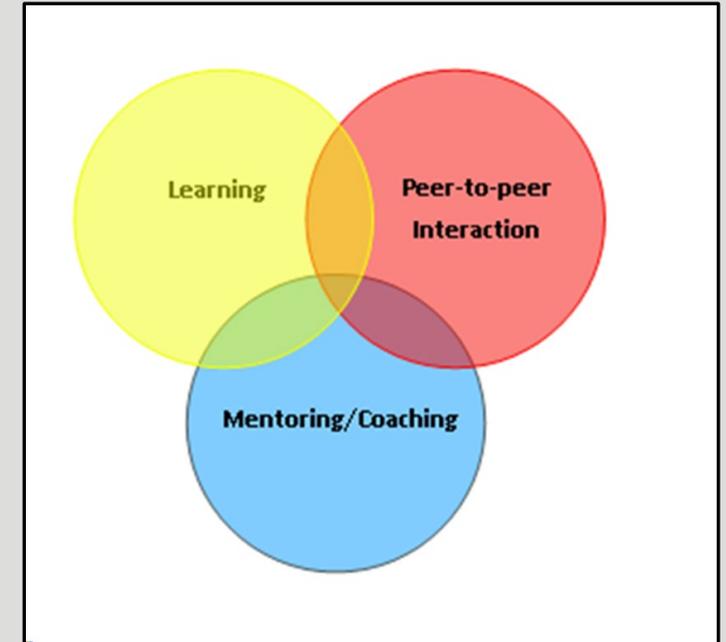
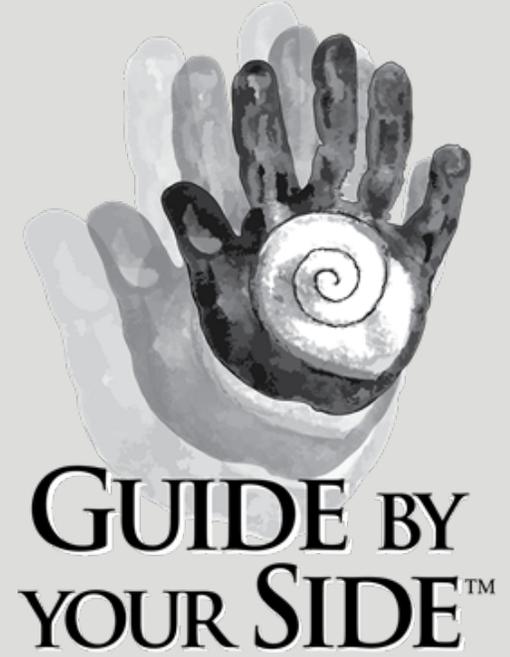
One-on-One Support:

- Times of new leadership
- Challenging situations
- Proactive outreach
- On-site or virtual training
- Shared Resources

Hands & Voices has a strong commitment to ongoing and regular training opportunities!



Hands & Voices Programs



Leadership to Leadership (L2L) Program

Why the formalized programs?



- Structure
- Technical assistance for start-up
- Training “curriculum”
- On-going professional development
- Smaller “learning communities”
- “Focused” support to parent leaders
- Program Evaluation that can lead to Quality Improvement

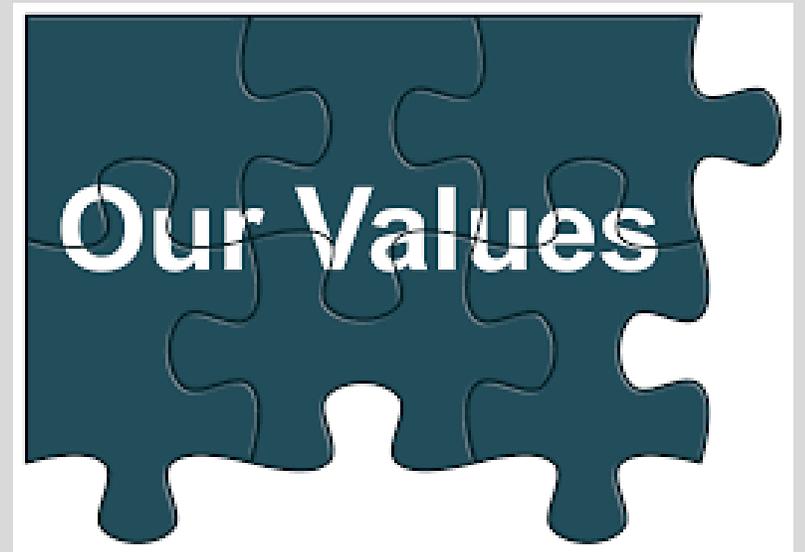


Foundational Values H&V Programs

- Parent leadership
- Collaboration within the Chapter/program
- H&V Values ...Nonbiased/full range of opportunities
- Cultural representation and sensitivity
- Supporting families' unique needs
- Cohesion with other H&V GBYS programs
- All positions are paid
- Ongoing training and support



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ADVOCACY
SUPPORT &
TRAINING



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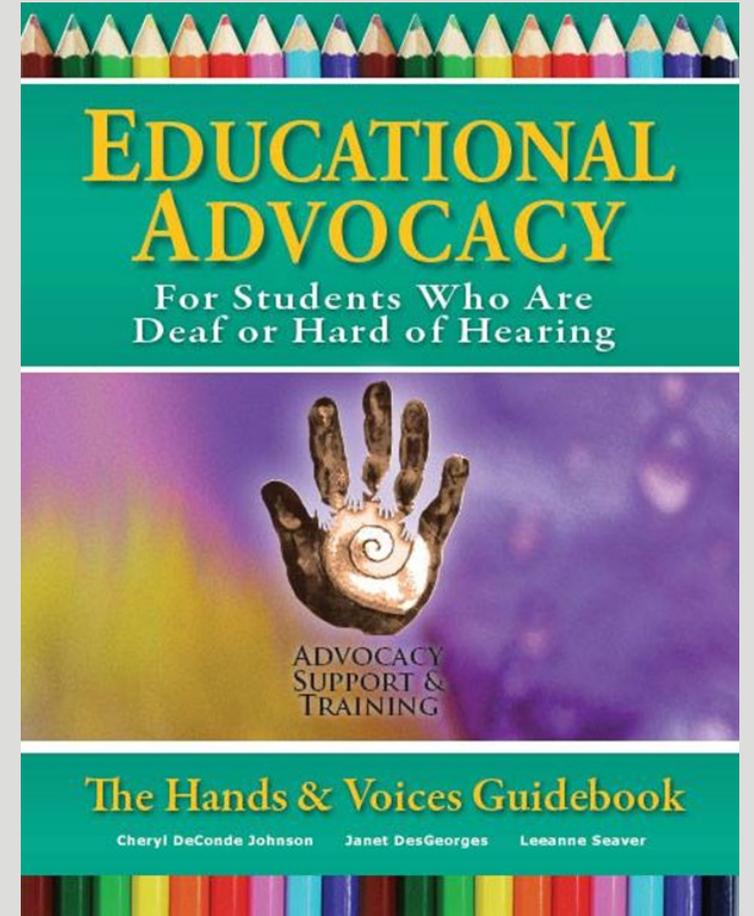
Program Values



Program Goals



Levels



Guide By Your Side: A program based on direct feedback from families sharing their opinions on what is most helpful to them: **direct support from experienced, trained parents of deaf/hh children.**

Guide



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**GUIDE BY
YOUR SIDE™**

Lead Guide



Senior Guide

Specialized Parent Guides Across Programs, just to name a few...



D/HH Guides

Spanish Speaking

Hmong Speaking

Deaf Plus

Unilateral

Multiples

Adopted children or foster
children

Atresia

EVA

Late Onset

Auditory Neuropathy

Auditory Brain Stem Implant

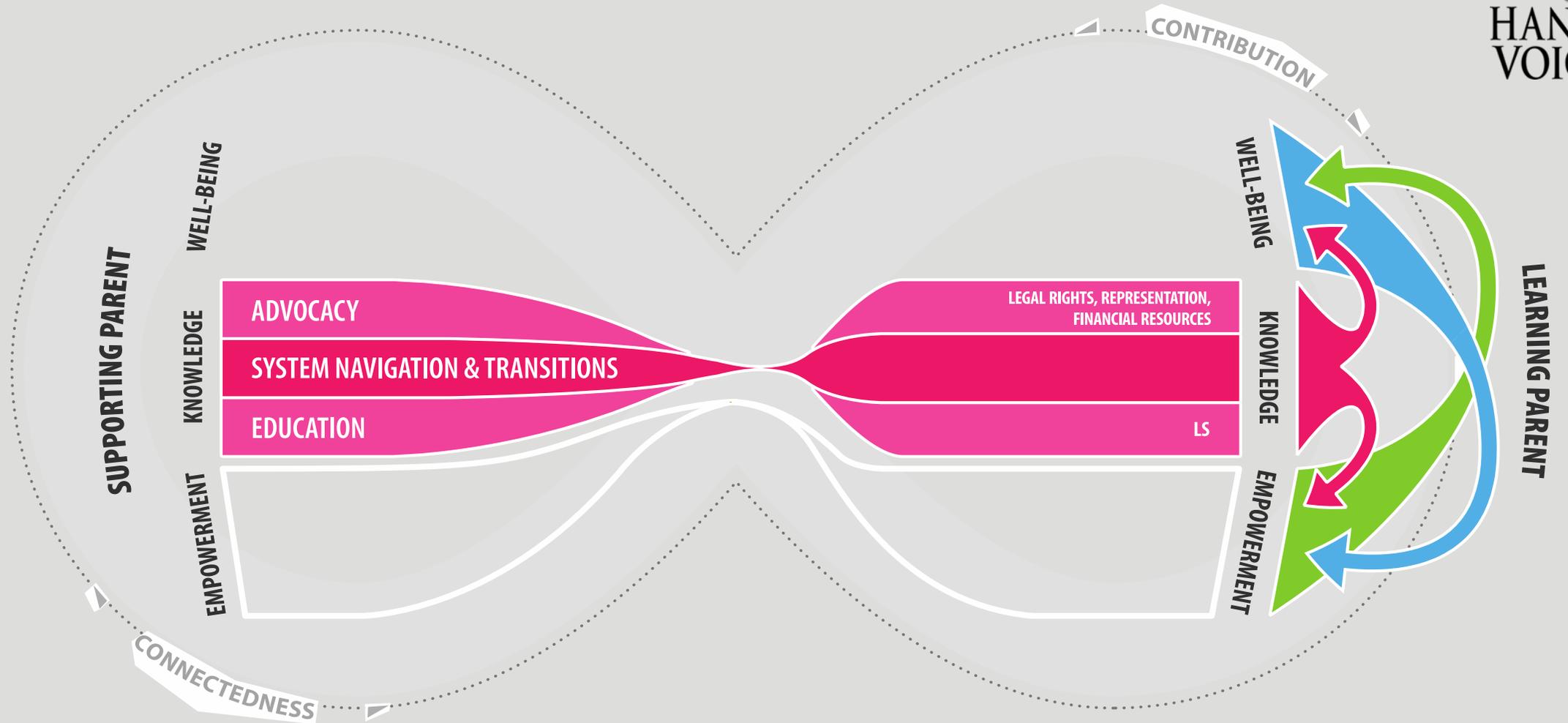


Full Article:

<http://aja.pubs.asha.org/article.aspx?articleid=2527221>



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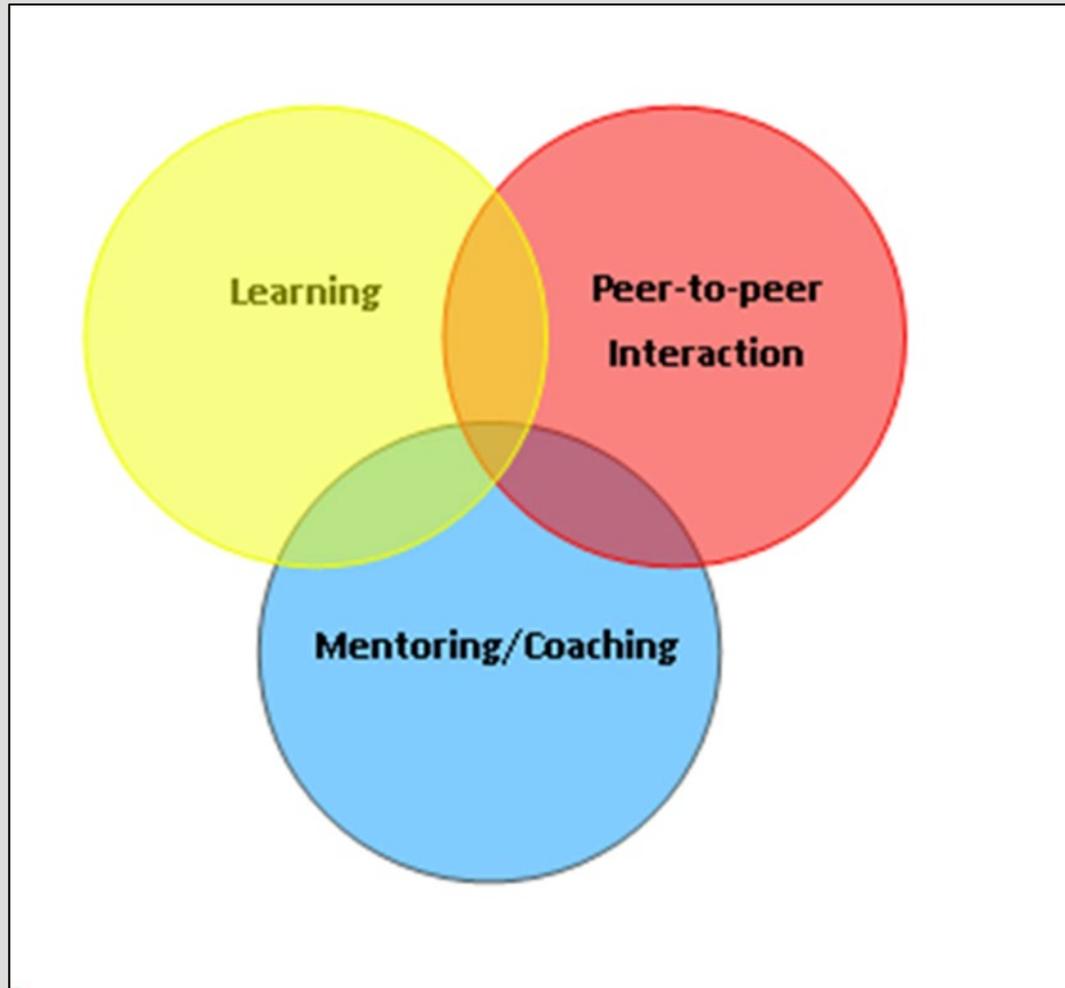


Hands & Voices Program Data (calendar year)	2018	2017	2016
Guide By Your Side (GBYS)			
# GBYS Programs	26	22	20
# Parent Guides	176	159	137
# D/HH Guides	41	25	8
# families served via GBYS	3,475	3,293	2,097
Advocacy Support & Training (ASTra)			
# ASTra Programs	9	7	6
# ASTra Advocates	45	39	39
# families served via ASTra	529	245	245

L2L Program Designs



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H&V Leadership to Leadership (L2L) Program

- **Learning:** program syllabus includes pre-work for group zoom meetings and webinars as well as activities that are done through a Do-It-Yourself (DIY) model
- **Mentoring/coaching:** all L2L Leaders are assigned to a Mentor. Mentors and L2L Leaders will connect minimally 6 times over a year.
- **Peer-to-peer interaction:** learning in a group setting. Group Zoom meetings and webinars are conducted per each program domains.

L2L Program Domains and Components



Personal Leadership	Leading Others	Systems Leadership
Leadership Style	Recruiting and Training Others	Systems Navigation Knowledge
Work Ethic	Motivating Others/Team Building	Collaboration with Other Agencies and Organizations
Mentoring	Evaluating others	Co-Production of Services
Self-Care	Succession Planning	Reaching Diverse and Cultural Populations
Confidence	Non-Profit Management	How to Represent Families at the Systems Level
Public Speaking	Conflict Management	Educational, Legislative, and Systems Advocacy

H&V Programs: Technical Assistance and Sustainability



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Group Learning:

- Annual Leadership Conference
- Quarterly virtual trainings

Peer-to-Peer Learning

- Closed Facebook group
- Shared quarterly reports

One-on-One Support:

- Times of new leadership
- Challenging situations
- On-site or virtual training
- Shared Resources



H&V Programs: How do we measure up?



H&V Leadership

- Pre/Post-test: Trainings
- Training evaluations
- Annual Program Health Assessment - including annual goals
- Annual Data Reporting
- Leveled Recognition Program
 - **Annual Activity Points*
 - **Annual Self-Evaluation*

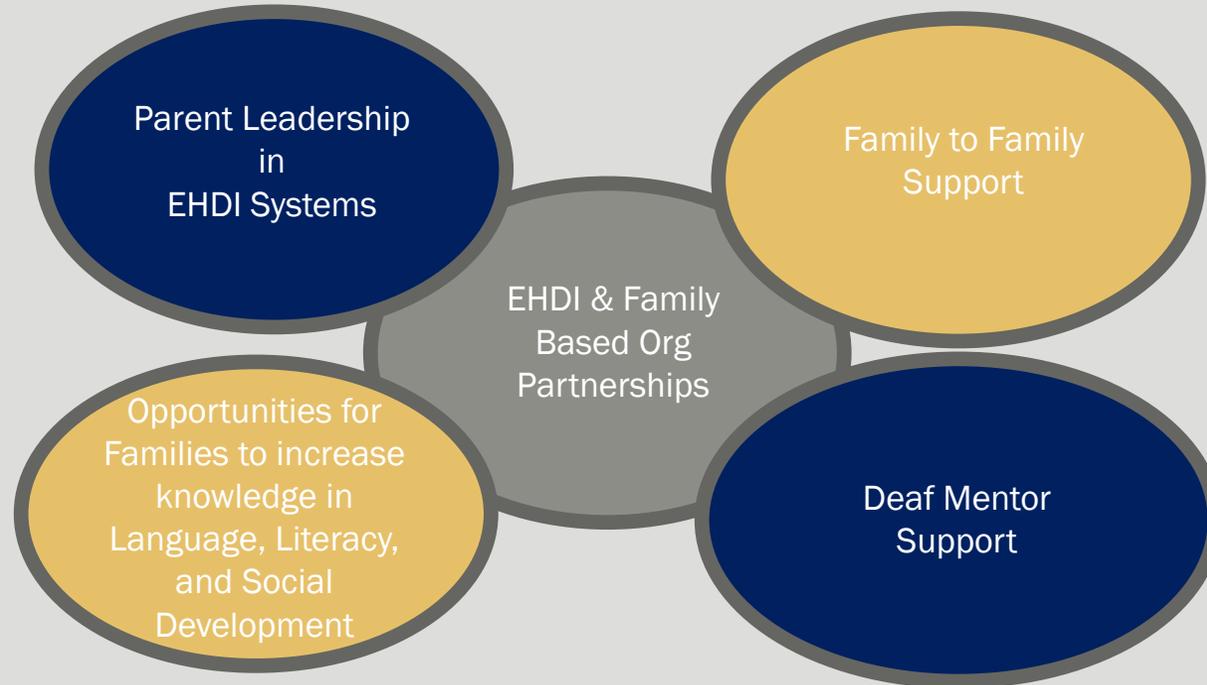


Families/Consumers

- Training Evaluations
- Parent Satisfaction Survey
- Family Testimonials
- Family Outcome Measures



Family Leadership in Language and Learning FL3



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The H&V Military Project

“Military children may change duty stations at least twice during their high school years and may attend six to nine different schools between kindergarten and 12th grade.” (Lewis-Fleming, 2014)



■ Goals:

- To aid in the timely support for active duty and the retired armed forces community
- To connect families to the local Hands & Voices Chapter to help them feel prepared to navigate through each new duty station, facilitating more ease in transitioning their medical and educational homes
- To provide resources and support to Military families on available programs and advocacy for their child who is D/HH
- To provide resources and guidance to professionals and parent leaders on Military Culture and how to better support Military families with children who are D/HH

<https://www.handsandvoices.org/resources/military/index.html>

Observe, Understand & Respond: O.U.R. Children's Safety Project



- NEW! Parent Safety Toolkit
- Monthly calls
- Bright Spots
- Webinars
- Safety attachment
- Resources
- Training sessions within H&V GBYS and ASTra programs, at conferences, at our own leadership conference, etc...



<http://www.handsandvoices.org/resources/OUR/index.htm>



**HANDS &
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PO BOX 3093

Boulder CO 80307

(303) 492-6283

Toll Free: (866) 422-0422

Parentadvocate@handsandvoices.org

www.handsandvoices.org